

	19 Surveys received							
	August, 2005	Poor					Excellent	
		1	2	3	4	5	6	N/A
1	Prompt Service				2	5	11	
2	Willingness to help you					5	13	
3	Accuracy					6	11	1
4	Knowledge					5	12	1
5	Courtesy					4	14	
6	Individualized attention					3	15	
	Front Counter							
7	Our telephones were answered promptly			2	1	6	7	1
8	Our office hours are convenient			2	2	3	9	1
	Plan Exam							
9	Phone calls were returned in timely manner				1	3	7	4
10	Our forms are understandable	1		1	3	4	7	
11	Our correspondence is understandable	1			2	7	6	
	Inspection							
12	Our Inspectors are accessible	1			1	6	10	1
13	Our inspection hours are convenient				3	6	9	1
	TOTALS	3	0	5	15	63	131	10
	Percentage	1%	0%	2%	7%	28%	58%	4%

Department of Building Inspections Customer Survey Comments

WHAT DID WE DO WELL?

Responded to my individual needs without hesitation.

Tom Woodall was very polite and helpful!

Courteous and helpful in achieving compliance w/all relevant codes.

Kept me informed. Let me know when coming. Answered phone promptly. (sic)

Very prompt - arrived within window of time given to me the morning I had an inspection scheduled.

Inspectors are good.

I was under the impression that the Building Department was going to be a “nightmare” to work with! Much to the contrary, the employees working the front counter were very helpful and courteous. They truly went out of their way to help me and were kind in doing so. I appreciated

their assistance on form completion, and timeliness of permit receipt! Thank you! - Inspection process was fine.

The inspector was very pleasant and nice to talk to.

Our inspector was very nice and it was easy to make an appointment.

Your inspector was friendly, courteous, and helpful.

The office and inspectors were very helpful.

Your inspectors were courteous and knowledgeable.

Mike Hiefner was very helpful answering questions while I built my deck. (sic)

Made every attempt to work with my work schedule. Friendly! Courteous!

Inspectors were prompt & courteous.

WHAT CAN WE DO BETTER?

Nothing.

Plan examiners are a joke.

We was satisfied with the service. (sic)

Have handout w/the plans or applications w/very specific requirements. (sic)

Please tell the consumer that the inspector can call the consumer either on their cell or at work do give ample notice to go home and meet the inspector. I didn't know this could be done - it was by my prompting. (sic)

The gentleman did what he came to do and did it well.

It would be great if the inspector could be reached all day instead of only from 7:30 - 8:30. It makes it very difficult.

It's kind of hard to get in contact with them because they are in the field.